

Mountain Metro Mobility Guide To Ride

The Mountain Metro Mobility Guide to Ride outlines the operational policies and procedures of the City of Colorado Springs and Transit Services Division's Americans with Disabilities Act (ADA) Paratransit service. The information contained within this guide is crucial to the appropriate use and understanding of the Metro Mobility Paratransit services operations.

Most importantly, it is the rider's responsibility to understand the process for making ride reservations as well as the policies surrounding the cancellation of rides, the use of the service, and the suspension of service.

Please feel free to obtain information from the Metro Mobility service contractor at 392-2396 or ADA Paratransit Coordinator at 385-5620 if there are questions or concerns about any of the information outlined in this handbook.

These policies and procedures are continually evaluated and may be amended, modified or terminated at any time at the sole discretion of the City of Colorado Springs and Transit Services Division.

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Welcome to Metro Mobility Paratransit Services

Metro Mobility is an ADA Paratransit service provided for individuals who, because of their disability, are unable to use Mountain Metropolitan Transit, the fixed-route City bus service. You must have a disability that prevents you from using the fixed-route City bus some of the time or all of the time. This does not include people who have disabilities that make the use of fixed-route City bus service difficult. Metro Mobility provides comparable service to the regular fixed-route City bus in terms of shared rides, same operational days, hours of operation, and service area.

Eligibility

Metro Mobility provides rides for people with disabilities, who are certified as eligible for ADA Paratransit service. Eligibility is available to persons in the following three categories:

1. Any individual with a disability who is unable, as a result of a physical or mental impairment (including vision impairment or cognitive impairments), to independently navigate the bus fixed-route City bus system.

2. Individuals who use a wheelchair, or other boarding assistance device, that need the assistance of a wheelchair lift and are unable to board, ride, and disembark at a fixed-route bus location. This category of eligibility may not be provided once a transit route is 100% accessible. Please note; all fixed-route City buses offer lift equipment accessibility.
3. Any individual with a disability who has a specific impairment related condition which prevents such individual from traveling to a boarding location or from a disembarking location. Environmental conditions and architectural barriers not under the control of the public entity do not, when considered alone, confer eligibility.

Inconvenience in using the fixed-route City bus system is not a basis for eligibility. However, if you believe you have a physical or mental disability (including vision or cognitive impairments) that prevents you from independently using the lift-equipped accessible fixed-route bus service, write, call, or go online for an application at the following addresses/phone number:

Metro Mobility Eligibility Office
1015 Transit Drive
Colorado Springs, CO 80903
(719) 392-2396 Option #5

mmtransit.com

Within 21 business days of receiving your completed application the Metro Mobility Certification Office will arrange an in-person interview for you. If a determination is not made within 21 business days, the applicant will be given presumptive eligibility, until such time as an interview can be made. Some individuals may be asked to complete a functional assessment to verify mobility or cognitive limitations. It may be determined, based on your abilities, that you are eligible for some rides with Metro Mobility but not for others. It may be determined that you are capable of using the lift-equipped fixed-route City bus service. All application information will be kept confidential.

Recertification of ADA Paratransit Eligibility

All ADA eligible Paratransit customers shall be required to reapply for ADA eligibility. Please refer to your current eligibility certification letter or to your Metro Mobility card's expiration date. The Metro Mobility Certification Office will automatically send out new recertification applications and instructions the month prior to your certification expiration. However, it is your responsibility to assure your eligibility is current or there could be a delay in ridership.

Service Areas and Hours

Metro Mobility operates during the same days, hours, and service areas as the City bus system. Metro Mobility provides service that is comparable in service and travel time to the City bus system, including travel time and wait time. The service area includes corridors within a $\frac{3}{4}$ -mile radius of a City bus fixed-route.

Metro Mobility general hours of operation are:

- Monday through Friday from 5:30 a.m. to 9:45 p.m.
- Saturday 6:30 a.m. to 7:00 p.m.
- Sunday 7:30 a.m. to 6:00 p.m.

NOTE: Evening and weekend services are limited.

Metro Mobility Service is **NOT** provided on the following holidays:

- New Year's Day (January 1st)
- Thanksgiving Day (4th Thursday in November)
- Christmas Day (December 25th)
- **Metro Mobility will operate Sunday service hours and areas on Memorial Day, Independence Day and Labor Day**

Call Metro Mobility Reservations at 392-2396 Option # 1 with inquiries regarding service hours or service areas for your Metro Mobility travel and reservations.

Scheduling a Ride

You must call to make a reservation for your ride. Reservationists are available Monday - Sunday, 8 a.m. to 5 p.m. You can make a reservation as early as three (3) calendar days in advance to the day before your travel. Reservations left on voice mail after 5 p.m. will not be honored. Scheduling is done on a first come first serve basis. You have a better chance of getting the ride time you want by making your reservation as far in advance as possible. A voice mail system is available on holidays. For riders who can only communicate through

email, please use metromobility@springsgov.com, for making reservations or for inquiries.

Because of the demand for rides, the more advance notice you can give the more likely you are to get the ride, at the exact time you request. You may be asked to be flexible when you request a specific reservation time. The ADA allows Metro Mobility to negotiate a revised pick-up time with you that may be up to one (1) hour before or after your requested reservation time.

Helpful Hints: Reservation telephone lines are busiest in the morning hours. Metro Mobility trip demand and Dispatch telephone lines are busiest between 7:00 – 9:00 a.m. and 1:30 – 4:00 p.m.

When calling to reserve a ride a customer should be ready to record important reservation information. Please have the following information ready:

- Your first and last name.
- Date and time when you want to travel.
- Pick-up address location: number, street, apartment number, residence, agency, business, bus stop, and cross street.
- Location address where you want to go to (where you want to be dropped off): number, street, agency, business, residence, cross street.

- Your requested pick-up or drop-off appointment time. Please verify your pick-up points with the reservationist. Your requested return time if you want a round trip.
- **THERE MUST BE AT LEAST ONE (1) HOUR ELAPSED TIME BETWEEN YOUR DROP-OFF AND PICK-UP TIMES.**
- If you will be bringing a service animal or a pet. (see section: Transporting Animals on page 24).
- If you will be accompanied by a PCA and/or companion (including children).
- What type of mobility device you will bring (if any).
- Any other information, such as a preferred pick-up point, or detailed directional information, the driver would need to complete your ride.
- Confirm your scheduled times by repeating your scheduled trip back to your reservationist.
- **Due to the increasingly heavy demand for rides, please only make reservations for those trips you plan to take.**

Nursing homes/Apartment/Medical or Office Complex

Please provide the reservationist with a specific building name and number within the complex. Drivers will pick-up customers at the specified building. The van must remain in the driver's line of sight; drivers may only enter the **lobby** area of any building or complex. If the passenger's building is located within a gated community and requires special entry, please notify the security office to arrange entry access before the pick-up time. If the passenger does not arrange entry, and the vehicle is unable to enter the pick-up area, the passenger is considered a "no- show" (see No-Show Policy page 30).

Shopping Malls

There are specific locations for drop-off and pick-up at all shopping malls or big box buildings (i.e. Wal-Mart). These locations can be determined when speaking with the Reservationist.

Adult Day Program Centers

Passengers attending these types of programs should be present when Metro Mobility arrives. Drivers cannot assist passengers in or out of the adult day program center. Center staff must be ready to assist the individual in or out of the center, if necessary. Drivers are not permitted to sign passengers in or out.

Companions and Personal Care Assistant (PCA)

As an ADA certified rider you may arrange to bring one (1) fare-paying companion along on each ride for the same fare cost that you would pay. You may add up to two (2) extra fare-paying companions to your trip only on a space available basis.

A PCA is someone who may render assistance to you. As a Metro Mobility certified rider needing assistance, the PCA may ride with you at no charge. Your PCA and companion may both ride with you on the same trip. A family member or friend is regarded as a person accompanying the eligible individual or as a companion; unless the family member or friend is acting in the capacity of a personal care attendant. **When making reservations for your ride, please tell the reservationist when a companion or PCA will be riding with you.**

Subscription Service

Subscription service may be available if you travel the same day to the same destination at the same time, at least **three (3)** times a week. This service allows riders to make regular trips without telephoning for reservations. **Subscription riders must call Metro Mobility reservations if there is a need to cancel a subscription ride.** A change in time, origination or destination may change the availability for a subscription ride.

You may discontinue subscription service for a prearranged specific period of time. Subscription service may be temporarily discontinued for reasons such as illness, holidays, vacation or school breaks. You may return to subscription service without penalty following the absence.

Subscription service is limited in accordance with the Americans with Disabilities Act; the Act limits subscription service to no more than 50% of the rides at any hour of any day, unless there is non-subscription capacity. Due to demand, subscription rides may not be available during peak demand times.

Riding Metro Mobility

Metro Mobility's Services

Curb-to-Curb: Drivers will assist you with boarding and alighting from the vehicle. This includes loading wheelchairs and other mobility devices from the sidewalk or other safe waiting areas.

Door-to-Door: Assistance will be provided to eligible customers from the threshold of a ground floor residence or main lobby of a building. **Drivers must maintain physical sight of the vehicle at all times.** Drivers are not permitted to enter beyond the threshold of a residence or lobby of ground level of a building for any reason. Drivers may only maneuver a wheelchair up or down one (1) curb or step (6-8"). For the safety of the passenger, drivers will offer the option of using a "posey safety belt" to assure passengers do not slide out of their wheelchair when maneuvering the wheelchair to or from the vehicle.

Door-to-door assistance **DOES NOT** include any of the following:

- Assisting passengers on steeply inclined ramps or multiple stairs that are not ADA compliant.

- Assisting over snow and iced walkways, driveways, ramps, and uneven surfaces or terrain.
- The driver leaving the line of sight of the Metro Mobility vehicle.
- Drivers going above the **first floor** of a residence or business.
- Drivers entering beyond the door threshold of any residence.
- Drivers will not assist individuals in a wheelchair into buildings that are not accessible.
- Drivers entering private residential garages.
- Drivers carrying packages or grocery bags (your PCA should provide this service).
- Drivers providing attendant type services (your PCA should provide this service).

NOTE: Driver's assistance does not negate the caregiver's responsibility of "Do Not Leave Alone" or "Hand to Hand" service.

Do Not Leave Alone (DNL):

Passengers who cannot be left alone (DNL) due to safety, medical, behavioral or other concerns **must** have someone ready and available to assist them at the time the bus arrives. The ultimate responsibility to accommodate a passenger who cannot be left unattended belongs to the caregiver, social worker, or staff of a care center. **Drivers do not perform attendant services.** Those passengers

who cannot be left alone and do not have someone ready and available to receive and assist them at the time the bus arrives will be transported back to the origination point of their trip. If someone is not there to receive them, they will be taken to Memorial Hospital or DHHS-Adult Protection at the discretion of the Paratransit supervisor on duty. Continued violations are subject to suspension.

Reasonable Accommodations

Any accommodations or modifications that would fundamentally alter the nature of this service, program, or activity will not be allowed. Metro Mobility understands that individuals with disabilities are not all alike. The appropriate way one deals with persons with various disabilities (i.e.: mobility, vision, hearing, or cognitive impairments) are likely to differ. Recognizing these differences, when reasonable accommodation is requested of Metro Mobility, the services may be provided within policy standards.

Fares

All riders must pay a one-way fare as they board. Companions must pay a one – way fare as they board. Most children ages 6-18 are considered companions and must pay a one-way fare as they board. Only a PCA traveling with an ADA

certified rider may ride free of charge. Passengers not having the correct fare available will NOT be permitted to board. If paying for your fare in cash, remember to have the correct change. Your driver cannot make change and cannot accept a personal check for a one-way ride.

Drivers are not permitted to access a passenger's personal wallet, purse, or backpack, nor write and/or fill in any information on a passenger's personal check. However, a driver may assist a blind passenger writing out a personal check by helping them place their pen on the line to be completed.

1. You may purchase ten or forty ride ticket books through the Metro Mobility driver or the Transit Administration office at 1015 Transit Drive, Colorado Springs, Colorado 80903 or online at mmtransit.com.
2. Fares can also be paid by establishing a prepaid electronic account.
3. Prepaid electronic accounts can be set up in three different ways:
 - A. Online using a credit card at mmtransit.com
 - Choose Transportation
 - Choose Bus Passes
 - Choose ADA Mobility Tickets
 - Choose Metro Mobility Electronic Fare

- After this selection; choose the “Add to Cart” for the Metro Mobility Electronic Fare and edit your quantity to reflect the price of prepaid fares you need.

HELPFUL HINTS: Please ensure the Shipping Information contains the Metro Mobility client name if it differs from the Billing Information. Please ensure your credit card payment selection is ADA Mobility Tickets and NOT Bus Tickets or Vanpool Payments.

- B. Through your Metro Mobility Customer Advocate 392-2396 Option # 6.
- You may pay cash, or deliver a check or money order.
 - Make sure your checks are payable to City of Colorado Springs.
- C. By your Metro Mobility driver when boarding your bus.
- You may use cash, check, or money order.
 - Make sure you include a note with the name and phone number of the Metro Mobility client.
 - Make sure your checks are payable to City of Colorado Springs.

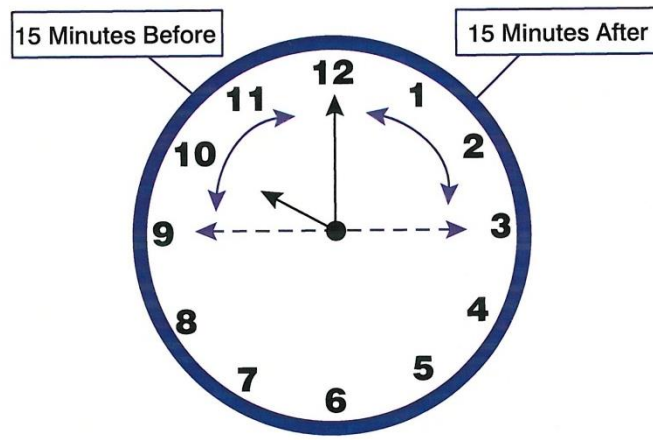
No Pay Policy

If for some unforeseen circumstance or an emergency a passenger is unable to pay for a return trip, Metro Mobility **will provide your return trip home**. You will be required to pay for your unpaid trip on the next scheduled trip on Metro Mobility. If you do not pay for your unpaid trip on your next pick-up, you will not be permitted to board the vehicle and you will be suspended from service until full payment is made.

Pick-up and Drop-off Policy

You can expect to be picked up within a thirty (30) minute window of your scheduled pick-up time. You should be ready to board the vehicle at the **beginning** of your pick-up window. Should a driver show up late (after the thirty (30) minute pick-up window), you may refuse the ride without penalty for a no show. In the example below, the pick-up time is scheduled for 9:00 a.m. The Metro Mobility driver will arrive between 8:45 a.m. and 9:15 a.m. The thirty minute pick-up window starts **fifteen** minutes before your scheduled pick-up time and ends **fifteen** minutes after your scheduled pick-up time.

Pick-up Window



[15 minutes before X 15 minutes after]
Pick-up Time

A Paratransit vehicle arriving **any time** within the pick-up window will **wait five (5) minutes** for you by the curb or door depending on your level of service. It is important to remember that vehicles arriving any time within the thirty (30) minute window are considered on time. Should a vehicle arrive earlier than the thirty (30) minute pick-up window, you are not required to board until your window begins.

Premium Services

Will Call or Medical Delay

Occasionally, a rider may find that as a result of a time sensitive appointment, they cannot make it to their pick-up point in time to meet their return ride. Issues such as a doctor's appointment that is running late, dialysis appointments that are running late and other types of emergent medical issues are acceptable examples. If such a condition occurs, riders may call and request a will-call pick-up time from Metro Mobility dispatch or the reservationist.

If you request a “Will Call” pick-up you are not assured of a pick-up time of your choosing and it is your responsibility to call when you are ready. Your pick-up time will depend on available resources at the time of your request. The thirty (30) minute pick-up window **does not apply** to “Will Calls”.

Please allow enough advance time to call Metro Mobility dispatch or reservations to discuss a Will Call pick-up. A Will Call or Medical Delay will not be counted as a “no-show” (see No Show Policy). **It may take thirty minutes to one hour or longer to schedule a driver to your Will Call or Medical Delay destination.**

Limited Same Day Urgent Care Rides

Limited same day service is available to ADA certified individuals whose origins and destinations are within $\frac{3}{4}$ mile of a Colorado Springs City bus fixed-route and who have specific urgent transportation needs. These transportation services are available during the same times and days that Metro Mobility operates and only under the conditions identified below:

- A. Return trip from an over-the-road bus terminal after returning from out-of-town travels. This will include individuals with ADA certifications who are visiting Colorado Springs.
- B. Return trip from jury duty.
- C. Return trip if an individual with a disability becomes stranded while in the community and needs a ride home.
- D. Round-trip urgent transportation needed for:
 - Pharmaceutical prescriptions and supplies.
 - Medical and dental attention as a result of an urgent nature where a same day urgent doctor appointment was scheduled. This is not a substitute for 911 emergency transportation services.

Taxi Choice Option

Taxi Choice Option is a premium passenger service available to Metro Mobility clients who need a ride for 7 miles or less. Taxi Choice Option reservations can be made by calling 392-2396, Option # 1 only. The reservation for a Taxi can only be made the day before the ride is needed. Same day rides or changes are not allowed. Cancellations must follow the Guide to Ride protocol. Taxi Cancellations must be made by calling 392-2396, Option # 2 only.

The fare is the same price as riding a Metro Mobility Paratransit van, \$3.50 one way. Fares are paid by using an electronic prepaid account or Metro Mobility fare tickets only. **Cash is not an option** for fare payment to the Taxi driver. You may pay the Taxi driver with a \$3.50 fare ticket from your ticket book or you can prepay from your electronic account when making a reservation. **We encourage everyone to go ticketless.**

You must show your Metro Mobility identification card to the Taxi driver upon pickup. There should be **no money exchange** unless you have a companion. The companion must pay \$.50 cash fare. Of course, a PCA that is noted on your card will travel free. Service animals are welcomed but also must be noted on your Metro Mobility card.

NOTE: Yellow Cab provides wheelchair accessibility and accessible ramp vehicles.

Taxi Overflow

Rides are provided by Metro Mobility through the availability of vehicles within the existing van fleet. Metro Mobility can and does supplement its fleet during high peak demand periods by contracting directly with local Taxi services in order to meet the “no denial” expectation of the American with Disabilities Act. The reservationist will contact you to let you know if a Taxi overflow is booked for your ride as opposed to a Metro Mobility van.

Boarding with a Mobility Device

Personal mobility devices have become increasingly diverse in size, design, and functionality. It is important these devices meet certain design standards for you to travel safely on Metro Mobility.

All Metro Mobility vehicles are equipped with passenger lifts that meet ADA specifications. “Wheelchair means a mobility aid belonging to any class of three or more wheeled devices, usable indoors, designed or modified for and used by

individuals with mobility impairments, whether operated manually or powered” (USDOT).

Mobility devices and attached items will be dealt with on a case-by-case basis and may be excluded if they will not fit on the lift or are inconsistent with legitimate safety requirements. Mobility devices will be placed on the lift in a direction that is the safest and agreeable with the passenger.

- Should you need a passenger lift to board a vehicle, the driver will assist you. All drivers are trained to operate the lift. (This applies for all wheelchairs and other mobility devices, or just standing on a lift.)
- For your safety, please make sure your wheelchair or other mobility device is maintained in accordance to manufacturer’s specifications.
- All wheelchair or other mobility devices will require a four point tie down, when possible, to include use of the seat belt. When needed, “stoke straps” will be used to make sure your mobility device is properly secured. Your cooperation is appreciated.
- For your safety, while standing on the lift please consider use of the yellow safety handrails for added stability when this meets your needs.

Transporting Packages

For the safety of all riders, you may not transport any type of hazardous equipment or materials. Because the vehicle will be shared, riders should limit the number to what they, their personal care attendant or companion can carry. Packages must be under the control of the passenger and transported on your lap or securely under the seat. Small portable grocery carts with two wheels are acceptable but, because of safety, should be secured and not be placed in the aisle way. Of course, Metro Mobility drivers may assist with securing these items if requested.

Transporting Life-Support Equipment

You may bring a respirator, portable oxygen and/or other life-support equipment as long as it does not violate local, state, or federal laws or rules related to transportation of hazardous materials and if it will fit safely in the Metro Mobility vehicle. All items must be properly secured. The driver will assist in securing your life-support equipment.

Transporting Children

ADA certified children, ages six (6) and over who have appropriate safety skills, may travel on Metro Mobility without an accompanying adult. Safety laws require the following:

- The law requires infants to ride in a rear facing child safety seat until they are at least one year old or weigh less than 20 pounds.
- Regardless of age, children who weigh over forty (40) pounds must be secured in a child booster seat or with a child safety belt-positioning device unless they are 57 inches or more tall.
- All safety seating devices must be provided by an accompanying adult.
- Please let your reservationist know if you will be travelling on Metro Mobility with children.

Transporting Animals

Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities. A service dog must be under control of its handler. The task(s) performed by a service animal must be directly related to the person's disability. A service animal is a dog that has been properly trained to perform a specific task that will assist a person who has a mobility or health

impairment. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and assisting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, or performing other duties.

Pets, comfort, therapy, or emotional support animals are not considered service animals but may be transported only if properly secured in an airline approved pet carrier that will not allow the animal to come in direct contact with the driver and other passengers.

Visitor Policy

Visitors to Colorado Springs who have been certified as “ADA Paratransit Eligible” by another public entity will be provided service up to 21 days in a 365 day period. These 21 days do not need to be consecutive. Any limitation/condition placed upon a certification by another community will be observed by Metro Mobility to the extent possible.

Visitors who have not been certified as eligible by another entity, but claim that they are “ADA Paratransit Eligible” will be presumptively eligible. If service is needed beyond 21 days in a 365 day period, the individual is required to apply

for eligibility with the City of Colorado Springs. Visitors may be requested to show proof of residency outside the City of Colorado Springs.

Rider Responsibilities

Please read all sections of the Guide to Ride carefully before riding the Metro Mobility system.

- Make reservations as early as three (3) days in advance.
- Be ready at the pick-up location at the **beginning** of your thirty (30) minute appointment window.
- Call Metro Mobility Dispatch at 392-2396 Option # 3 to inquire if the vehicle has not arrived by the **end** of the thirty (30) minute window.
- Call to cancel unneeded rides as soon as possible at 392-2396 Option # 2. If cancellation is made less than one hour before your scheduled trip time, it will be treated as a “no-show.”
- If the cancellation is made when your driver arrives at your pick up point, it will be treated as a “no show” and notated as a “cancel at the door”. Do not cancel your future trips with the driver; it is your responsibility to cancel your additional rides with Metro Mobility Cancellations at 392-2396 Option # 2.

- Pay the correct fare in the appropriate cash amount or with a ticket from a ticket book or from your prepaid fare account. Drivers **do not make change**. (If you overpay the driver he or she will add it to your electronic account; but may not make change.) Drivers do not accept personal checks for a **one-way** ride.
- Avoid distracting the driver or passengers with inappropriate or unsafe behavior.
- Maintain wheelchair or other mobility devices in a safe condition according to manufacturer's specifications and wear seat belts.
- Expect shared-ride service because others may be picked up after you and dropped off before you reach your destination.
- Maintain acceptable standards of hygiene.
- No eating, drinking, littering, or smoking on board the bus.
- No ride will be provided to persons under the influence of alcohol or illegal drugs.
- No radios, cassette tape players, compact disc players or other sound-generation equipment may be played aloud aboard the vehicle (headphones are permissible).

Driver Responsibilities

- Treat all riders with courtesy and respect.
- Greet a customer by identifying yourself and ask permission to assist a passenger when entering and leaving the vehicle.
- Adhere to standards of common courtesy and personal hygiene.
- Wear full proper uniformed attire with name tag visible at all times.
- Address requests regarding the radio in the vehicle.
- Address requests regarding the heat or air conditioner in the vehicle.
- Stay within sight of the vehicle.
- Maintain the assigned service schedule for the convenience of all riders and follow the manifest for pick-ups and drop-offs.
- Assure seat belts and all mobility devices are properly secured.
- Maintain radio contact with dispatch at all times (e.g., pick-up/drop-off times, address, driving directions, help locating a passenger, no-show).
- Collect fares for the trip in the prescribed manner.
- Sell ticket books to customers when requested.
- Report any suspicion or knowledge that a passenger has been abused, neglected, or exploited.

Drivers Restrictions-Drivers May Not:

- Perform supervision responsibilities outside of vehicle and driver safety.
- Use cell phones while in the driver seat area of the vehicle.
- Access a passenger's personal wallet, purse, or backpack, nor write on, or fill in any information on a passenger's personal check.
- Perform any personal care assistance for riders, including but not limited to, assisting riders to dispense medications, dress, or clean up after themselves.
- Lift or carry riders.
- Accept tips or gratuities.

Policy Awareness

Cancellations

Cancellations affect our ability to provide a trip opportunity to other riders.

If you have scheduled a ride that you no longer need, please call Metro Mobility dispatch or reservationists as soon as possible to cancel your ride. This will help

free up space for others to ride and keep program costs down. You can cancel your trip by calling (719) 392-2396 Option #2.

A cancellation is considered **late** if the cancellation is made less than one (1) hour before your scheduled trip time. Late cancellations are treated as a “no-show” and can result in suspension of service.

No-Show Policy

You will be considered a “no-show” if:

- The vehicle arrives on time (within the thirty (30) minute window) but you no longer want the ride or you cancel your ride at the door.
- The vehicle arrives on time, but the driver cannot locate you at the requested pick-up location.
- The vehicle arrives on time and **waits for five (5) minutes**, but you are not ready to go. The driver is required to leave to **stay on schedule**.
- If you “no-show” for the first leg of a trip, all trips scheduled for later on the same day are not automatically canceled. You must call Metro Mobility at 392-2396, select Option #2 and cancel the later trip yourself.
- Also, if you cancel your trip at the door, **do not ask the driver** to cancel your return trip.

- It is your responsibility to cancel each scheduled trip you no longer need by calling Metro Mobility. According to the current no-show policy, failure to do so will result in a letter of warning.
- Each “no-show” trip is assessed independently in accordance with ADA regulations.

Please call 392-2396 Option # 6 regarding No Show inquiries or No Show Letters.

Service Suspension

Obtaining or Using Paratransit Services Under False Pretenses

The Americans with Disabilities Act provides Paratransit services for individuals who are certified eligible. Misusing the system can result in suspension of your Paratransit service.

The following are misuses of the Paratransit services that could lead to suspension:

- You have made false or misleading statements on your eligibility application.
- You have allowed other non-eligible individuals such as friends or family members to ride using your name or Metro Mobility card on Metro City system.

Suspension for No-Shows and Late Cancellations

No-shows delay vehicles and use up space and resources other riders could use.

A combination of three (3) no-shows, cancel at the doors, or late cancellations of the total monthly rides results in a two (2) week suspension of service.

Suspension of service will become effective seven (7) calendar days from the date of the suspension letter.

Metro Mobility will make every attempt to help you as follows:

- A Notice Letter will be sent after one (1) no show.
- A Warning Letter will be sent after two (2) no shows.
- A Suspension Letter will be sent after three (3) no-shows or twenty (20) percent of the monthly rides. Service will be suspended for two (2) weeks.

Additional suspensions for continued violations of the no-show and/or late cancellation policy will be as follows:

- 2nd suspension within any twelve (12) month period will be for three (3) weeks.
- 3rd suspension within any twelve (12) month period will be for four (4) weeks.
- 4th suspension within any twelve (12) month period will be for five (5) weeks.
- 5th suspension within any twelve (12) month period will be for six (6) weeks.

Please call 392-2396 Option # 6 regarding No Show inquiries, No Show Letters, or Suspension Letters to speak to the Metro Mobility Customer Advocate.

Suspension for Abusive or Disruptive Behavior

Disruptive or abusive behavior towards passengers, drivers, dispatchers, reservationists, certification staff, or management staff will not be tolerated.

Disruptive behavior includes, but is not limited to:

- Intimidation or threats of physical harm to drivers or other passengers.
- Verbal abuse of drivers, staff and/or other passengers.
- Unlawful harassment such as unwelcome verbal, non-verbal or physical behavior having sexual, violent, or racial connotations.

- Unauthorized use of vehicle equipment.
- Repeated violation of riding rules including:
 1. Smoking, eating or drinking on vehicles.
 2. Refusing to remain seated with seat belt on.
 3. Defacing equipment.
 4. Refusing to comply with other requirements specified in this guide.
- Violation of any activity mentioned above will result in a three (3) week suspension and a six (6) week suspension for any repeated violation.

Suspension for Violation of Metro Mobility's Do NOT Leave Alone (DNL) Policy

A violation of the DNL (Do Not Leave Alone) policy is defined as any pattern or practice that may delay the driver's on-time schedule, such as the driver being required to wait with a passenger until someone is available to provide necessary safety/supervision by a care provider.

Riders requiring DNL assistance and who are not met by a care provider more than three (3) times in a rolling thirty (30) day period are in violation of the Metro Mobility policy and may be suspended for a two (2) week period. Additional

suspensions for continued violations will fall under the same guidelines listed under Suspension for No-Shows and Late Cancellations.

Circumstances Beyond your Control

Examples of situations not within the passenger's control may include but are not limited to:

- A sudden personal care or hygiene issue.
- A sudden or worsening illness.
- Late arrival of the Metro Mobility vehicle.
- A driver who does not provide appropriate assistance as defined in this guide.
- Disruptive behavior associated with a disability.
- Please call Metro Mobility Customer Services at 392-2396 Option #6 to ensure you are not charged a “no-show” and receive a no-show letter under these circumstances.

If an investigation reveals a rider's disruptive behavior can be associated to a disability beyond the rider's control, service may not be suspended. However, if your PCA or care provider cannot help to control the disruptive behavior, and/or

a problem continues to exist associated with a rider's disability, your service may be suspended.

Customer Service

Mountain Metropolitan Transit strives to provide the best service possible. If you would like to comment on your Metro Mobility service or if you require follow-up by staff, please call: 392-2396 and select menu Option #7.

The customer service representative will take your information and enter it into our Metro Mobility customer service tracking program. When talking with the customer service representative or if you leave a voice mail, please provide the following information:

- Type of inquiry, complaint or commendation.
- Date, time, and location of the event you are calling about.
- Driver's name and bus number or Metro Mobility staff member's name.
- Your contact name and information for follow-up (email or phone number).
- A confirmation number will be provided if requested.

Appeals Process

If you are not in agreement with a decision made by Metro Mobility regarding eligibility certification or suspension, contact the City of Colorado Springs Paratransit Coordinator at 385-5620 for an administrative hearing.

If you are still unsatisfied after an informal administrative hearing, you can file a written appeal. An appointed panel of at least four (4) individuals will be made up of transportation officials, medical/disability professionals, and rider representatives will review the circumstances of your suspension. The appeal process will be carried out in accordance with the ADA regulations.

- A copy of the appeals process is attached to your eligibility certification papers and is available at the Metro Mobility Eligibility Office or from the ADA Paratransit Coordinator.
- Appeals must be filed within sixty (60) days of a denial of eligibility or a decision to suspend service.
- Appeals must be filed in writing or on audiocassette/CD. Accommodations will be made for persons unable to do so, upon request.
- If an appeal is filed Metro Mobility will continue to provide service to the passenger (unless there is a serious public, personal or other safety related issue) until the appeals hearing is heard and decided. A decision will be

made within thirty (30) days of receipt of the written appeal and rendered to you in writing.

Using Fixed-Route City Bus Transit Service

Listed below are some benefits of the City bus system:

- You do not have to make a reservation.
- If you are certified as ADA eligible, you can ride the City bus for free by showing your Metro Mobility Certification Card.
- All buses are wheelchair accessible and operate on timed schedules requiring no advance reservations. Most buses come by every hour or every half hour, depending on the route.

For information about riding the City bus system, please call 385-RIDE (7433) and select menu Option #1

The City bus customer service representative can help you design a travel schedule. You will need to provide the following information, or you can go online and plan your own trip at mmtransit.com and click on trip planning.

- The destination address.
- The address where you are beginning your trip.
- What time you need to be at your destination.

- The same information is needed for your reverse commute.

Quick Reference Numbers

Reservations/Ticket Books/ Ride Confirmation	(719) 392-2396, Option #1
Cancellations	(719) 392-2396, Option #2
Dispatch	(719) 392-2396, Option #3
Operations and Safety Manager..	(719) 392-2396, Option #4
ADA Eligibility Applications/Certification Office	(719) 392-2396, Option #5
No Show Letters/ Prepaid Accounts/Taxi Choice	(719) 392-2396, Option #6
Customer Service (Comments, Concerns)	(719) 392-2396, Option #7
General Manager	(719) 392-2396, Option #8
Administrative FAX	(719) 633-6882
ADA Eligibility FAX	(719) 385-5419
TTY device for hearing impaired..	711 - State relay office

Note: For riders who may only communicate through email, you may use metromobility@springsgov.com, for making reservations, filing a complaint, or inquiries.

Metro Mobility Offers:

- Replacement ID Cards five dollars (\$5.00).
- Travel Training Programs for City bus services.
- ADA Paratransit Application Forms in English or Spanish.
- Materials in Alternative Formats upon request such as Large Print, Audio CD, and Braille.
- Metro Mobility Applications may be completed via phone at 392-2396 select menu Option # 5.
- A Kurzweil text to speech reader for the blind is available to the public at the Transit Administration lobby located at 1015 Transit Drive, Colorado Springs, Colorado 80903.
- A publication of Disability Rights provided by the ADA Regional Center.
- Local grievance procedure for resolution of complaints or violations.

Contacts

Metro Mobility Eligibility Office

1015 Transit Drive
Colorado Springs, CO 80903
(719) 392-2396, Option #5
E-Mail: metromobility@springsgov.com

Metro Mobility ADA Paratransit Service

1161 Transit Dr.
Colorado Springs, CO 80903
(719) 392-2396
E-Mail: metromobility@springsgov.com

Note: For riders who can only communicate through email, this address can be used for making reservations, filing a complaint, or inquiries.

City of Colorado Springs ADA Paratransit Coordinator

1015 Transit Drive
Colorado Springs, CO 80903
Phone: (719) 385-5620
FAX: (719) 385-5419
E-Mail: jewilson@springsgov.com

City of Colorado Springs Metropolitan Transit

(719)385-7433, Option # 1
Website: mmtransit.com
E-Mail: transitinformation@springsgov.com

 T: @Metro
 F: Facebook.com/Metro

MMT Title VI Policy (abridged)

“Mountain Metropolitan Transit is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or be subject to discrimination in the receipt of its services on the basis of race, color, or national origin. If you believe you have been subjected to discrimination, you may file a written complaint no later than 180 calendar days after the date of the alleged discrimination with the Title VI Coordinator; Mountain Metropolitan Transit; 1015 Transit Drive; Colorado Springs, CO 80903.”